



**Massachusetts Bay  
Transportation Authority**

# **FTA Special Directive #16**

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Ronald Ester  
Chief Safety Officer

*DRAFT – For Discussion and Policy Purposes Only*

# FTA Special Directive 22-16

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- FTA issues Special Directive to the Massachusetts Bay Transportation Authority (MBTA) and eight (8) other transit agencies to collect information on whether and how the transit agency has assessed, is mitigating, and is monitoring transit worker assault safety risk. This Special Directive requires MBTA to submit requested documentation within 60 days regarding whether and how the transit agency is managing transit worker assault safety risk.

# FTA Operator Assaults

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- For reporting purposes, the National Transit Database (NTD) defines assault as an *unlawful attack by one person on another*
- Assault in the broader context of transit service refers to physical contact, or attempts to make physical contact, and verbal threats



# Types of Operator Assaults

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- Verbal assaults tend to occur more frequently (greater likelihood), but do not result in physical harm (less severe)  
Examples include: – Threats – Harassment – Intimidation
- Physical assaults tend to occur less frequently (less likely), but typically pose greater danger (more severe)
  - Examples include:
    - Spitting or deliberately coughing on the operator
    - Striking or attempting to strike the operator with hands, feet, or other body parts, or with an object
    - Using or raising weapons against the operator

# Operator Assaults and SMS

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- Safety Management Policy
- Safety Risk Management (SRM)
  - Hazard Identification
  - Likelihood /Severity (Assessment)
- Safety Assurance
  - Monitoring the mitigation
- Safety Promotion-
  - De-escalation training



# EMPLOYEE INJURIES

## Employee Assaults

